

NASA SAFETY CENTER TECHNICAL SERVICES
SOLICITATION NNC11ZCH002R
GOVERNMENT REPSONSES TO INDUSTRY QUESTION/COMMENTS

1. Is NASA planning on having a site visit / industry day for this procurement? If so, when? If not, why not?

No. The services being procured under this solicitation do not require a site visit.

2. Are all 4 Proposal Volumes due at the same time?

Yes. The only documents that are being requested early are the Past Performance Questionnaires.

3. Several Clauses on Page L-1 are repeated again in section L, please clarify numbering of section L and delete duplicate clauses.

L.1 (page L-1) same as L.2 (page L-5)

L.2 (page L-1) same as L.3 (page L-5)

L.3 (page L-1) same as L.6 (page L-6)

L.4 (page L-1) not repeated

L.5 (page L-1) same as L.10 (page L-9).

Duplicate clauses will be deleted.

4. Page L-29 refers to a Mission Suitability Volume; should this be the Technical Capability Volume?

Yes.

5. Are there equivalent NASA Federal FTE's labor categories interacting with the Contractor performing in similar roles to support the below requirements or is the Federal role primarily oversight?

- Training Course Development and Support,
Interacting and oversight only – the government is not performing similar roles.
- Information Dissemination and Outreach,
Yes, equivalent NASA Federal FTEs perform, interact and oversee
- Operational Support of the NSC IT Systems including Software Development,
Interacting and oversight only – the government is not performing similar roles.
- Knowledge Management,
Yes, equivalent NASA Federal FTEs perform, interact and oversee
- Mishap Investigation Support Office Safety Engineering Services Support, and
Data Analysis and Trending to the NSC.
Yes, equivalent NASA Federal FTEs perform, interact and oversee

6. In the task description section the draft RFP references *personnel assigned to the tasks shall have the required training, certifications and experience required to fulfill the task.*

Are there specific NASA required trainings and certifications that have to be complied with?

NASA provides certain training for compliance and requires the training be completed before using or administering any systems. Examples include, GRC Annual IT Security, GRC Annual Security, and Sensitive But Unclassified (SBU) Data Training. Potential Certifications referenced include, Microsoft Certifications for the administration of systems and applications, Security, and other applicable certifications or training.

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7. Paragraph 2.1.1, Technical Excellence Program, on Page C-3 it states: Instruction timeframe for high level planning purposes should be evenly distributed between two and three day training events.

Are these sessions' generally full day events eight (8) hours and does some training carry-over to multiple two and three day training events?

For proposal and costing purposes, assume each individual event is 2 or 3 days in length, not a combination of several shorter training events.

Paragraph 2.1.2. Mishap Investigation Training it states: The Contractor shall have the capability and expertise to develop SATERN-ready electronic files, and classroom teaching materials delivered to NASA and off-site locations where and when required by NSC instructors.

Are any of the off-site locations involved with live satellite training sessions? No.

8. What role would the contractor perform with the remote disaster recovery site that is being stood up?

The same role as needed for the primary systems which include, system administration, hardware/software support, and backups. The physical facility is under the responsibility of other personnel.

9. Paragraph 5.1 Management states: The Contractor shall institute and maintain an effective, efficient, and responsive management organization responsible for management and oversight of Contractor personnel, subcontractors, other contract resources, Government Furnished Software and Data, contract performance, deliverables, and costs as applicable. The Contractor's manager for this contract shall have complete, full and singular authority to manage this effort.

Are there any other contractor personnel not part of this contract that the contract management of this contract would have regular working interactions with? Yes.

10. Clause F.3 PLACE OF PERFORMANCE - SERVICES states: The services to be performed under this contract shall be performed at the following location(s): NASA Glenn Research Center Safety Center.

Is the potential for some of the support provided to the Mishap Investigation Support Office to be done off-site from the Center? No.

11. Section L, MP2 – KEY PERSONNEL AND STAFFING states: The Offeror shall indicate the source of staffing by skill category, differentiating between in-house and new hires for the baseline requirement.

Is In-house referencing incumbent personnel? Yes.

12. We assume the reference toThe Offeror shall describe its plan for staffing and implementing each of the six (7) Sample Tasks contained below is a typographical error. Yes. That error will be corrected.

13. Task 1: Safety & Mission Assurance (SMA) Technical Excellence Program (STEP) Course Development

Is the reference to an 8-hour course assuming that attendees all have a similar baseline understanding? Do similar courses already exist that may need to be revised or re-written?

Yes. For proposal and costing purposes, assume existing materials exist within government courseware, but they are 10+ years old. Additionally, assume a stand-alone industry course exists.

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There is no reference to testing/evaluation. Is that likely not to be part of the course?

For proposal and costing purposes, assume no testing is required.

14. In Section K it states: (3) The small business size standard for a concern which submits an offer in its own name, other than on a construction or service contract, but which proposes to furnish a product which it did not itself manufacture, is 500 employees.

Does the reference to 500 employees pertain to this? No.

15. Paragraph 1.0, Overview, The NASA Technical Excellence Office (TEO), last sentence, page 1: Does the referenced STEP Handbook address all requirements needed for: "...maximizing the utilization of the System for Administration Training and Education Resources for NASA (SATERN) Learning Management System (LMS)?"

Paragraph 2.1.1 of the SOW provides the requirements for these courses. The STEP handbook provides guidelines for the scope of the effort.

16. Paragraph 1.0, Overview, The NASA Knowledge Management Systems Office (KMSO), last sentence, page 1: The NASA Community is in the process of establishing agency-wide IT Support Services via the NASA I3P Initiatives (ACES, EAST, NICS, and WEST). These agency-wide IT Support Services interact with NASA Field Center unique IT Support Services. To what extent, if any, will the KMSO interact with the NASA I3P Initiatives and the NASA Glenn Research Center unique IT Support Services provide under their existing PACE Contract?

The NSC will interact with current and future CIO related I3P initiatives and Glenn specific IT related services to complement or enhance the services provided to our user community.

17. Paragraph 1.1, Scope, second paragraph, last sentence, page 2: This sentence identifies specific Contractor's functions to include an "etc" for anything else that might have been overlooked by the Government. This is only one of two "etc" in the DSOW. Recommend that the Government consider removing both of these "etc" from the final SOW.

Yes. "etc" will be removed.

18. Paragraph 1.1, Scope, second paragraph, last sentence, page 2: This sentence makes reference to "required communication of findings to the appropriate NASA representative having final approval or acceptance authority." Recommend that the Government consider addressing the involvement of the Contracting Officer with such final approval or acceptance authority of deliverables.

Financial approval will rest with the Contracting officer for the contract. Technical approval will rest with the NSC Task Monitor (TM) and/or Contracting Officer's Technical Representative (COTR).

19. Paragraph 1.1, Scope, third paragraph, page 2: Does the concept of "established partnerships" include NASA and other Government Agencies and Industry partners?

Yes.

20. Paragraph 2.1.1, SMA Technical Excellence Program (STEP), first paragraph, second sentence, page 2: Does the STEP Handbook address all aspects of the Government's concept of "Blended Learning?"

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No. This is a relatively new learning methodology within NASA. The Government is open to innovative ideas in this area.

21. Paragraph 2.1.1 SMA Technical Excellence Program (STEP), second paragraph, first sentence, page 3: Does the Government intend to provide, “the priority and quantity of training modules/courses to be developed...” due to funding restraints? Does the Government anticipate associated inputs from the Contractor, in this regard?

For proposal and costing purposes, assume 10 new courses will be developed or procured each year and there are 50 courses currently available that require ongoing maintenance. Assume the 10 new courses are given as follows: 5 at GRC or vicinity and 5 at other NASA Centers.

22. Paragraph 2.2.1, NSC Website Content Creation (nsc.nasa.gov), first paragraph, sixth sentence, page 4: Should this sentence read “... in accordance with GRC and NASA IT Security requirements?” To what extent, if any, does the Government contemplate NSC Website interaction with NASA I3P WEST and NASA GRC PACE IT Support Services Contracts?

There is currently minimal interaction, which is limited to the web content published on the NASA portal. The government is open to innovative ideas in this area.

23. Paragraph 2.3.2, Operational Support for the NSC Applications and Users, first paragraph, first sentence, page 6: Under the NASA I3P Initiatives, first tier Help Desk support is provided via the NASA Shared Services Center. This first tier support is already being provided to the NASA Community. Does the Government plan on using this current first tier Help Desk support service or will the Government look to all inclusive Help Desk support services from the NSC Technical Services Support Contractor?

All-inclusive Help Desk support services for the NSC applications are planned. Once I3P services are available the government may evaluate the possibility of utilizing those services.

24. Paragraph 2.3.2, Operational Support for the NSC Applications and Users, first paragraph, last sentence, page 7: This sentence call for the operation of STEP and NSCKN Helpdesk only during all normal working hours, 8:00am – 5:00pm ET. Does the Government contemplate little, if any, of such type support for the NASA Field Centers located in other CONUS time zones?

The STEP and NSCKN Helpdesks are located within the NSC at NASA GRC and provide support for all NASA Centers during the listed hours.

25. Paragraph 2.5, Mishap Investigation Support Office Safety Engineering Services Support, first paragraph, last sentence, page 8: This sentence identifies “existing” templates. As such, recommend the Government consider removing the “etc” at the end of this sentence. This “etc” is the second of two that are contained in the current DSOW.

There are quite a few templates so I recommend the “etc” remain – I am not sure what the concern is?

26. Paragraph 2.6.2, Analysis, Trending, and special Studies, first paragraph, third sentence, page 8: Should this sentence read, “Contractor personnel supporting data analysis shall be familiar with basic statistics and charting and be able to use statistical analysis software “to” create basic MySQL scripts to query a database?”

Yes.

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27. Paragraph 4.0, Performance Surveillance, first paragraph, first sentence, page 9: This sentence refers to NASA in the monitoring and evaluation of the NSC Technical Services Support Contractor's performance.

Will this activity be accomplished by only the NASA Safety Center? [Yes.](#)

This sentence also refers to a Surveillance Plan. Is this an existing Government Document or is this document to be provided by the Contractor? [The Surveillance Plan is a Government Document.](#)

28. Is there any union labor involved with this contract? [No.](#)

29. Section L, L.15-2.g (page L-21) includes a table showing WYE Annual Productive Hours as 1,864. Section L, L.15-3, Section 2-b (page L-22) instructs offerors to provide "adequate documentation in support of all proposed direct labor WYE, productive labor hours and learning curve application for recurring labor."

Is it the government's intention that all offerors propose Annual Productive Hours as 1,864, or are offerors expected to propose Annual Productive Hours developed to their internal best estimates and business model? [Yes.](#)

30. Section L, L.15-3, Section 7 (page L-24) specifies that "Offerors shall discuss and justify their major subcontractor's fee/profit amounts in the cost volume Part 2. All subcontractor fees or profit must be proposed at the maximum potential amount." These sentences appear to conflict with each other.

Is it the government's intention that subcontractor fees/profit be proposed at the maximum potential amount, specified earlier in Section 7 (page L-23) as 10%, or are offerors free to propose subcontractor fees in the specified range of 8% to 10%, with justification discussion?

[Clarification will be provided with an update to the final RFP.](#)

31. Section L, L.15-3 (page L-24) includes a table of Work Year Equivalents (WYE) by labor category, which appears to be 5-year labor estimates for Tasks 1, 2, 3, and 6.

- a. Do these WYE figures represent government estimates for the listed tasks, or are they intended solely as examples for proposal formatting purposes?*
- b. If they are government estimates, are offerors expected to bid to these exact workload numbers, or are they intended as guidelines?*
- c. Also, if they are government estimates, do similar estimates exist for tasks 4, 5, and 7?*

[Clarifications for questions a -c will be provided with an update to the final RFP.](#)

32. Section I, paragraph I.11 1852.219-76 NASA 8 PERCENT GOAL (JUL 1997), page I-11. The entire paragraph I.11 identifies Small Disadvantage Business Categories and goals associated with NASA allocating eight percent of its annual procurement dollars toward Small Disadvantaged Business concerns, Historically Black Colleges and Universities, Minority Institutions, and Women Owned Small Businesses. The NSCTSS Procurement has been identified by the Government as a Total Small Business Set-Aside with a NAICS Code of 541519 "Other Computer Related Services" with a Small Business Size Standard of \$25.0 Million.

Does the Government intend to impose the NASA Eight Percent Goal with this acquisition?

[No. The referenced FAR Clause is a standard clause that must appear in all solicitations and contracts.](#)

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33. Section L, paragraph L.2 (C) (2), page L-5. This paragraph makes reference to the offeror's intent to subcontract more than 70 percent of the total cost of work to be performed. Since the NSCTSS Procurement is a Total Small Business Set-Aside, the offeror is required to do at least 51 percent of the total cost of work. There appears to be a disconnect with this requirement and the provisions of this paragraph. Please clarify the Government's intention of this paragraph.

On service contracts, least 50% of contract performance costs incurred for personnel shall be expended for employees of the business concern.

FAR Clause 52.215.22 is a mandatory clause that is required to appear in all solicitations and contracts.

34. Section L, paragraph L.17 PREPARATION OF VOLUME IV – BUSINESS, page L-28. The first sentence makes reference to paragraph (2), Section L.13, which addresses ELECTRONIC DATA SUBMISSION. There is no paragraph (2). It appears the referenced paragraph is not correct.

This information will be corrected.

35. Section L, paragraph L.19 PERFORMANCE PLAN, page L-29. Does the Government intend to provide the reference Performance Plan with the Final RFP? If not, would the Government consider providing the current Performance Plan or a draft Performance Plan in order to provide some additional insight into the requirements of this particular document?

The Performance Plan will not be provided at this time.

36. Section M, SOURCE SELECTION EVALUATION FACTORS, paragraph (b) Evaluation Factors. Section L, paragraph L-12, page L-9 calls for four volumes to be submitted with the offeror's proposal: (1) Technical Capability; (2) Cost/Price Proposal; (3) Past Performance; and (4) Business. This paragraph identifies three Evaluation Factors: (1) Mission Suitability; (2) Cost/Price; and (3) Relevant Experience and Past Performance. Does the Government not intend to evaluate Volume IV, Business? If not, is Volume IV necessary for the Source Selection Process?

Volume IV will be removed.

37. Section M, RELATIVE IMPORTANCE OF EVALUATION FACTORS AND SUBFACTORS, paragraph (A) (1), page M-7. This paragraph references the relative importance of: (1) Technical Capability Factor; (2) Cost/Price Factor; and (3) Past Performance Factor. No reference is made to Volume IV, Business, which again prompts the question of the importance of this volume. Please clarify.

Volume IV will be removed.

38. L.8 (page L-7) Safety and Health Plan clause requires Safety and Health Plan to be submitted 30 days after contract award. Volume IV - Business requires Safety and Health Plan to be submitted at time of proposal submissions. Please clarify when exactly the Safety and Health Plan is to be submitted to NASA?

Offerors are to provide a discussion of their Safety and Health Plan. The full Safety and Health Plan will be submitted only by the successful offeror.

39. Section L.14, p.L-11, states "The Offeror shall provide a narrative response that demonstrates its understanding of the overall requirements expressed in Sections A – J of the RFP." The vast majority of the content in these sections are FAR clauses which would logically be addressed in the actual contract itself, either included verbatim or incorporated by reference. In order to understand how to respond to this instruction, please explain what information or benefit a narrative description of FAR clauses would

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provide to the Government beyond the expected inclusion and/or reference of these same clauses in the final contract?

In Subfactor A, UR1, Understanding of the Requirements, the offeror is providing an overview of its understanding of requirements in Sections A-J and of the requirements detailed in the SOW.

40. Section C.4.0, p.C-8, Performance Surveillance – refers to a Performance Surveillance Plan, but gives no additional detail. This plan is not mentioned anywhere else in the draft RFP. Please explain the requirement for and nature of the Performance Surveillance Plan.

The Contract Surveillance Plan is developed by the Government after contract award.

41. Section C.5.0, p.C-9: This section of the SOW (part of Subfactor A, Overall Understanding of the Requirement) has considerable overlap with Subfactor B. Management Plan. Does the Government expect redundant information in both subfactors? Or should the response to SOW section 5.0 be entirely part of Subfactor B, Management Plan?

No. Under Subfactor B, Management Plan, the offeror should provide detailed information of their management approach as how they are to accomplish the technical requirements expressed in the solicitation.